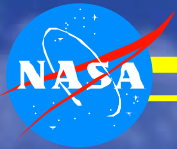
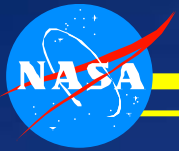


Headquarters DO2 Due Diligence Orientation



Tom Walthall
March 24, 2004

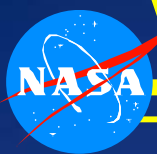


Due Diligence Objective

Due Diligence provides the opportunity for potential bidders to visit and observe the ODIN service-related activities as currently provided in the HQ facility

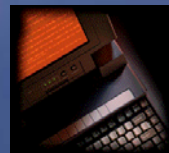
- To validate the HQ inventory and environment**
- Provides an information gathering and sharing process between the potential bidders and the HQ Codes**

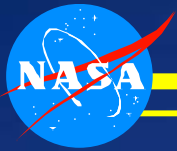




Vendor Briefing Objective & Contents

- Objective was to provide ODIN contractors an in-depth understanding of our NASA Headquarters (HQ) Information Technology (IT) environment and ODIN requirements
 - Description of the Organization, customer base and IT environment
 - ODIN schedule
 - Detailed description of the IT architecture, services and operations
 - Description of the Delivery Order Selection Process (DOSP)
 - Overview of the upcoming Due Diligence process
 - Questions and Answers

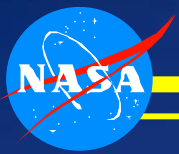




Logistics

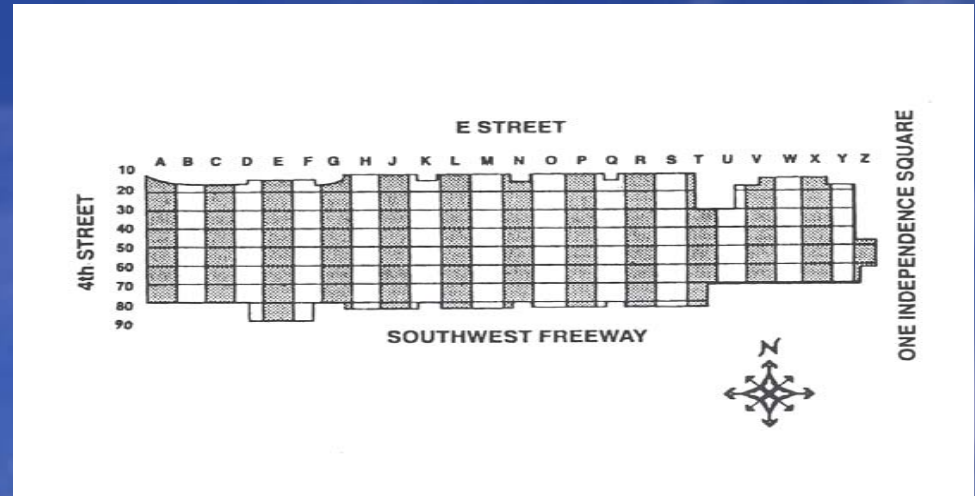
- Restaurant as well as sandwich shop at east end of building on 1st floor. Columbia Café on 9th floor.
- Soda and ice machines are located near midpoint on each floor
- Restrooms available outside each conference room.

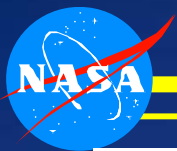




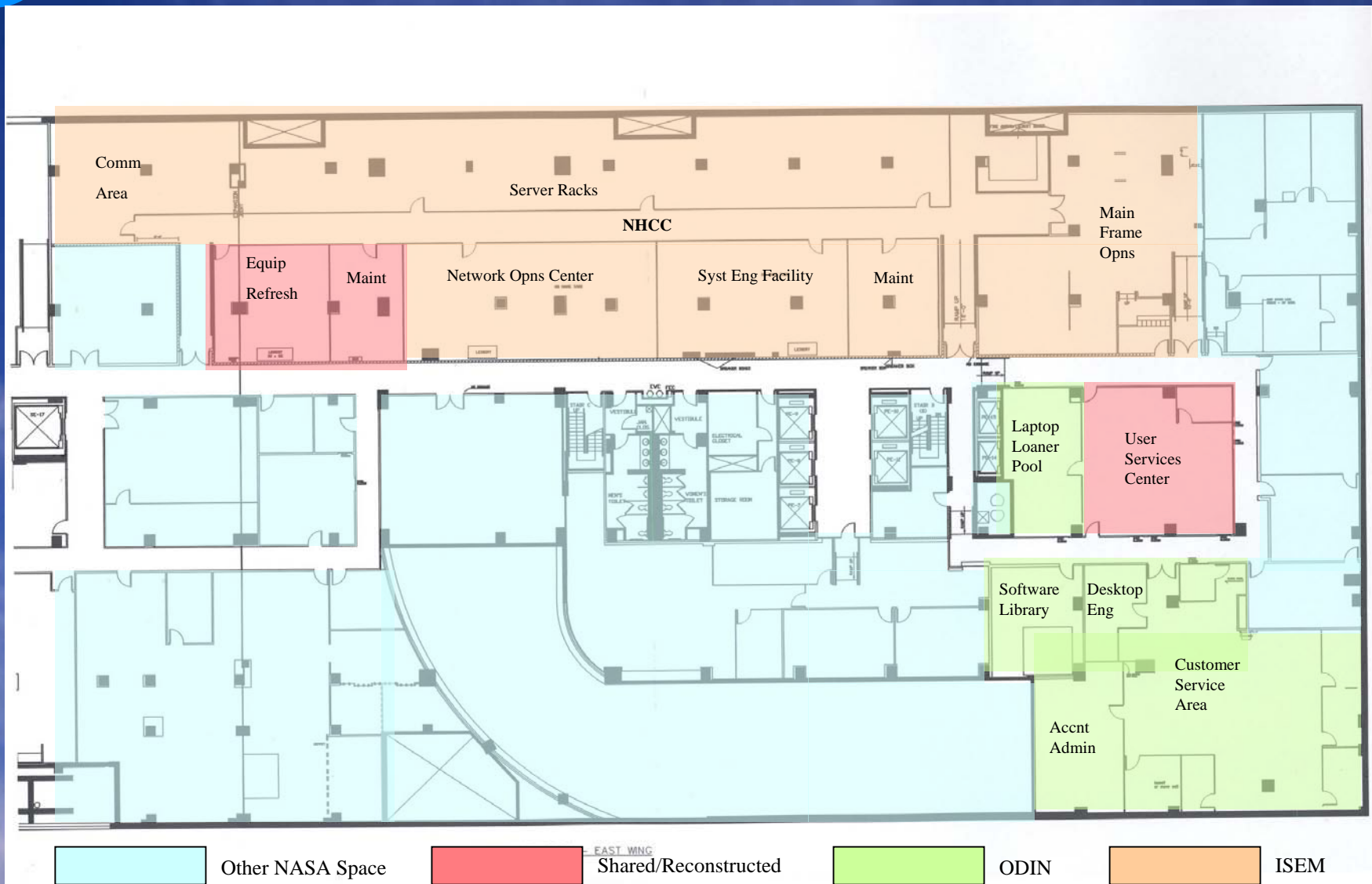
Floor Plan Description

<u>Floor</u>	<u>Functional Description</u>
C	Codes I, O, W, X, SAIC, NHCC, health facility, stress lab, Video Teleconferencing Service, TV studio, and printing & design
1	Code O, SAIC, lobbies, receiving and inspection, security, library, travel office, auditorium, mail center, exchange store, credit union, post office, and food establishments
2	Codes D, N, T, and U
3	Codes H, O, S, and T
4	Codes E, F, O, and Z
5	Codes P, Q, and Y
6	Codes O, R, and V
7	Codes I and M
8	Codes B, D, and W
9	Codes A, G, K, L, P, X, and Columbia Cafe

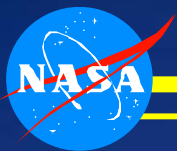




Concourse Space

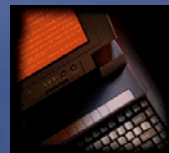


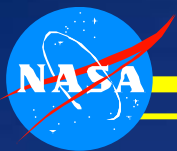




HQ ODIN Contacts

- **DOCO** **Michele' Hull** **202-358-0546**
- **Alt. DOCO** **Sue Gonzer** **301-286-3294**
- **DOCOTR** **Noah Nason** **202-358-1334**
- **Alt. DOCOTR** **Ray Johnston** **202-358-1378**
- **ISEM COTR** **Dale Stigberg** **202-358-4601**
- **Alt. ISEM COTR** **Roger Bullock** **202-358-1332**
- **ISEM CO** **Chris Whyte** **301-286-6717**

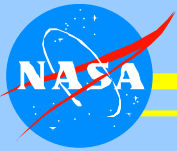




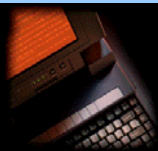
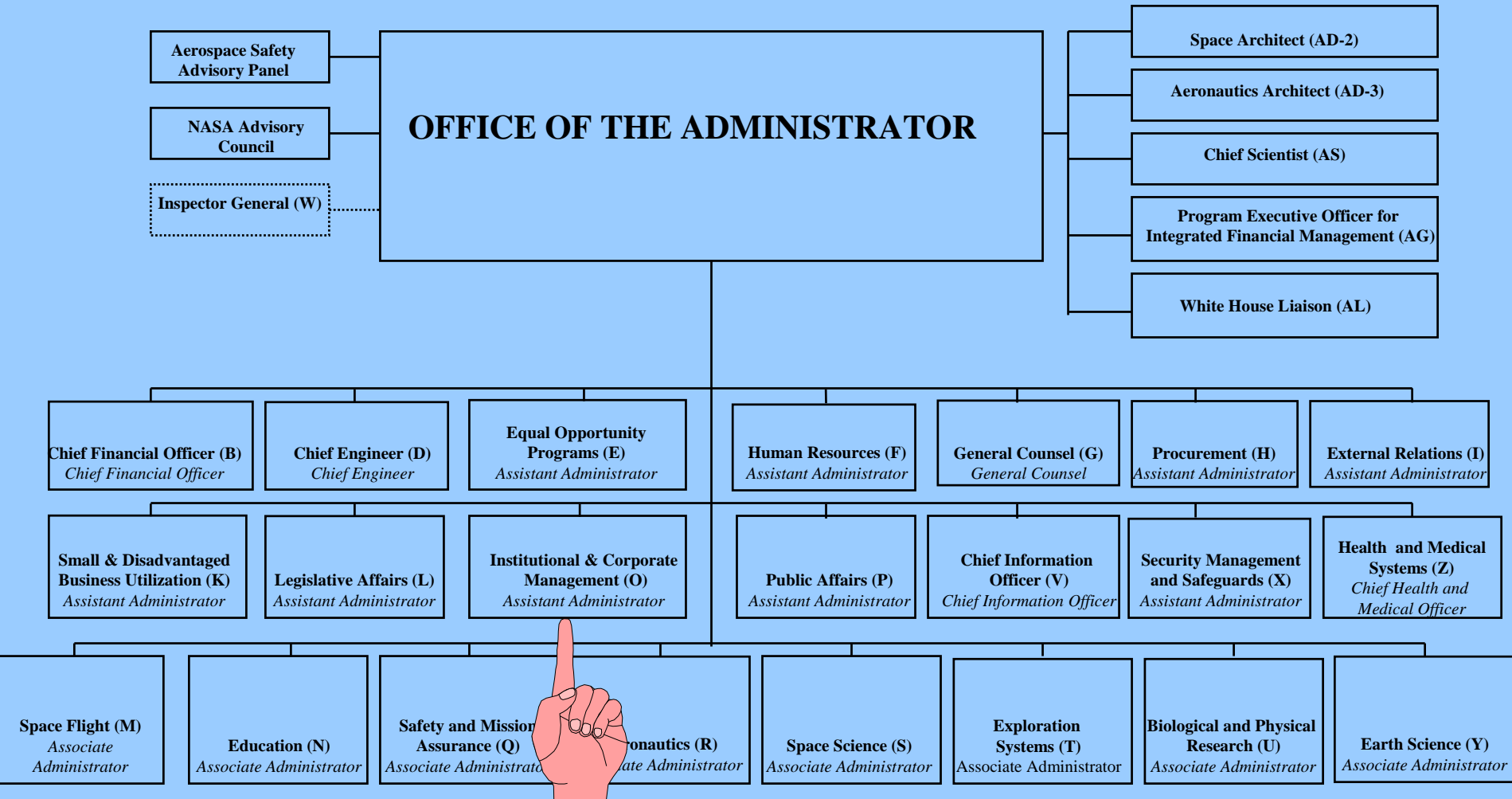
NASA HQ General Description

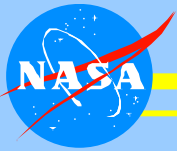
- Provides planning, advocacy, budgeting, direction, external liaison and coordination in support of NASA's mission
- HQ is comprised of 24 mission and staff support Offices
 - Mission Offices have distinct technical and program responsibilities (e.g. Office of Space Flight)
 - Staff Offices support NASA at large (e.g. Office of Public Affairs)
- Each HQ Office is referred to by a single letter code (e.g. Office of the General Counsel is Code G)
- Total Civil Servants ~ 1262
- Total Contractors ~ 500 (358 in main building)
- 75 contracts and service providers support the HQ environment
 - Utilities, facilities, security, health, IT services, IFMS, etc.



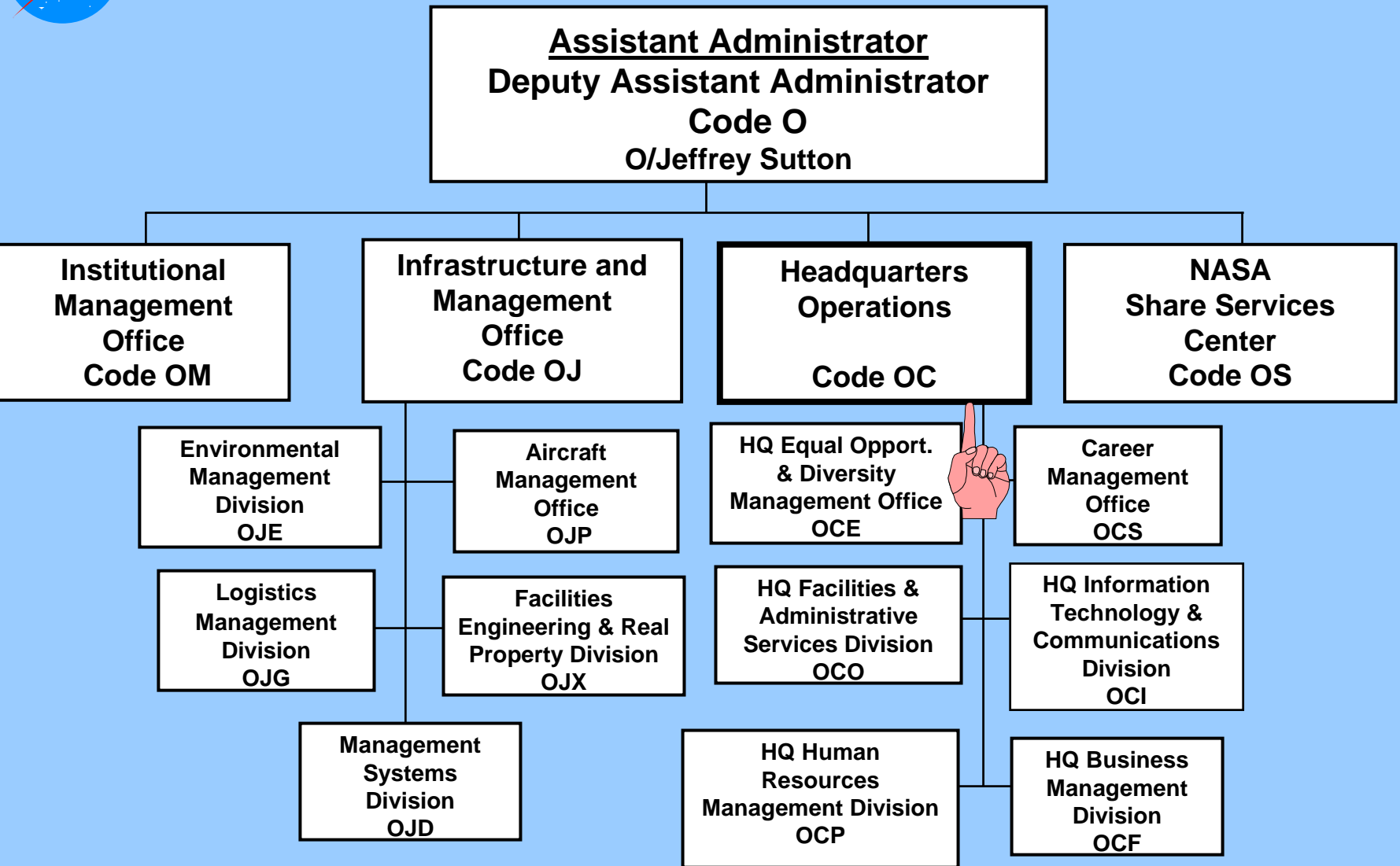


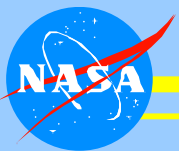
HQ Organization



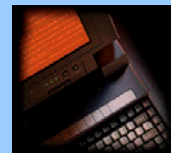
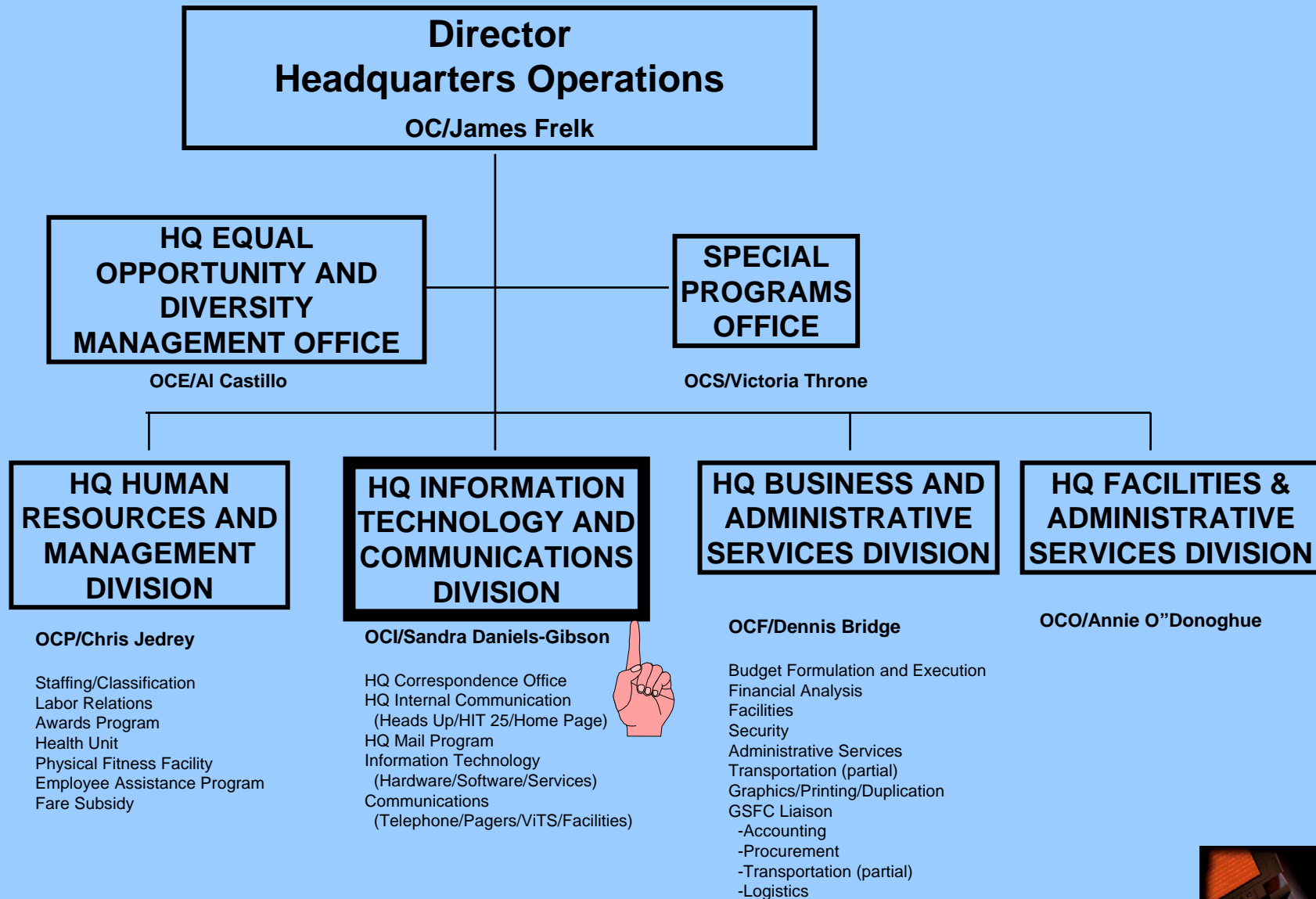


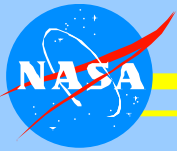
Office of Institutional and Corporate Management - Code O



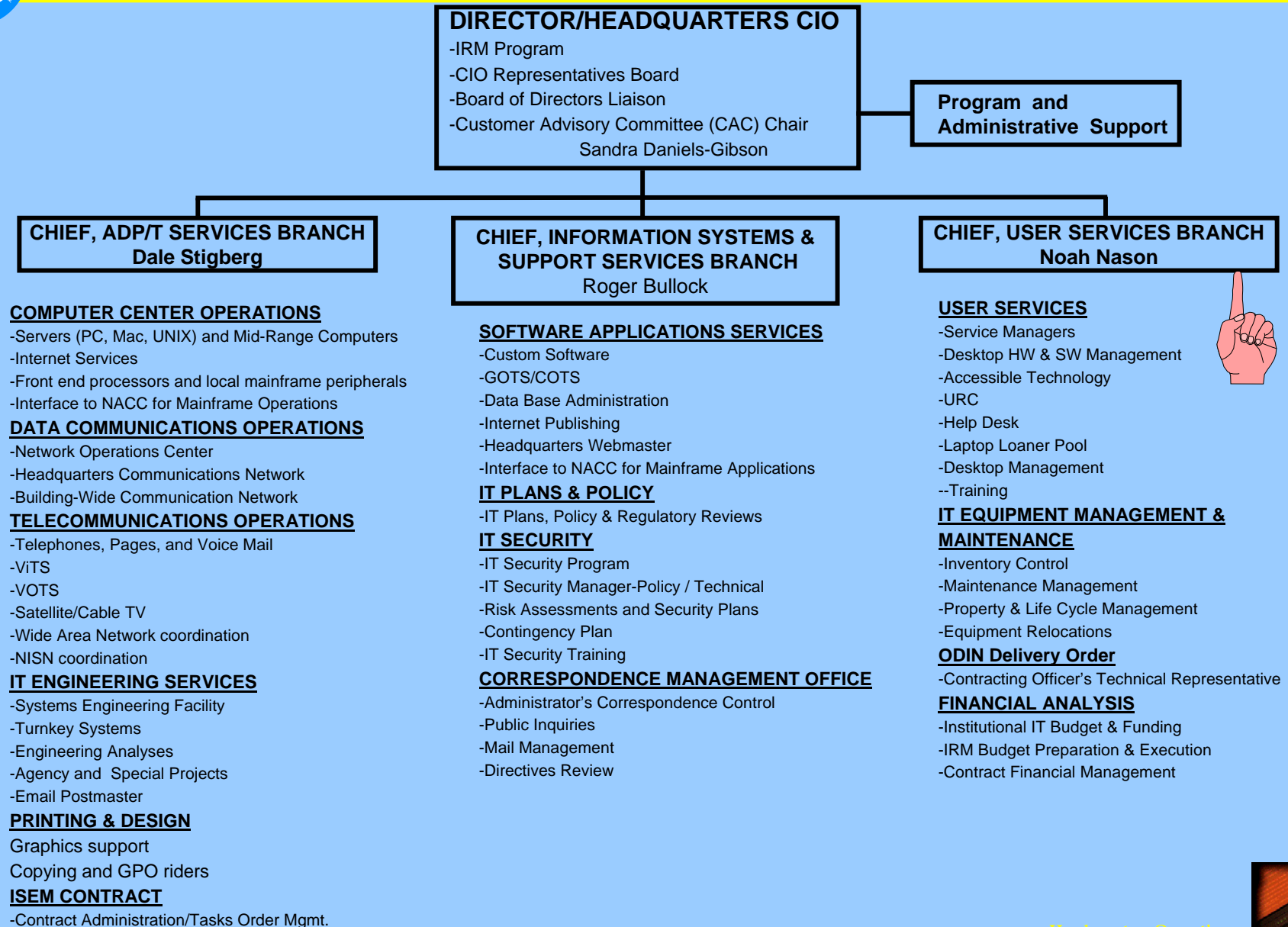


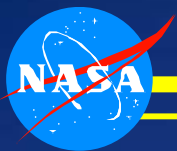
Office of HQ Operations - Code OC





Information Technology and Communications Division - Code OCI

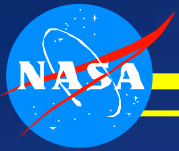




Profile of IT Environment

- **Total Desktop / Laptop Computers - 2215**
 - **Customer Base – 1915+**
 - Includes civil servants and contractors
 - **Go-To seats – 300**
 - For SEF, training, conference rooms, etc.
 - **Percentage distribution by operating system:**
 - 78% PC
 - 21% Macintosh
 - 1% Unix
- **Central Help Desk**
- **Walk-In Service Center (User Resource Center)**
- **Mainframe processing services provided by the NASA ADP Consolidation Center (NACC) at MSFC**
- **Network Operations Center (NOC)**
- **Server Operations Center (SOC)**
- **Systems Engineering Facility (SEF)**
- **Information Technology Systems, Engineering and Management (ISEM) support services contract**

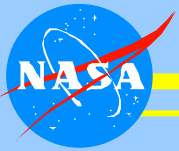




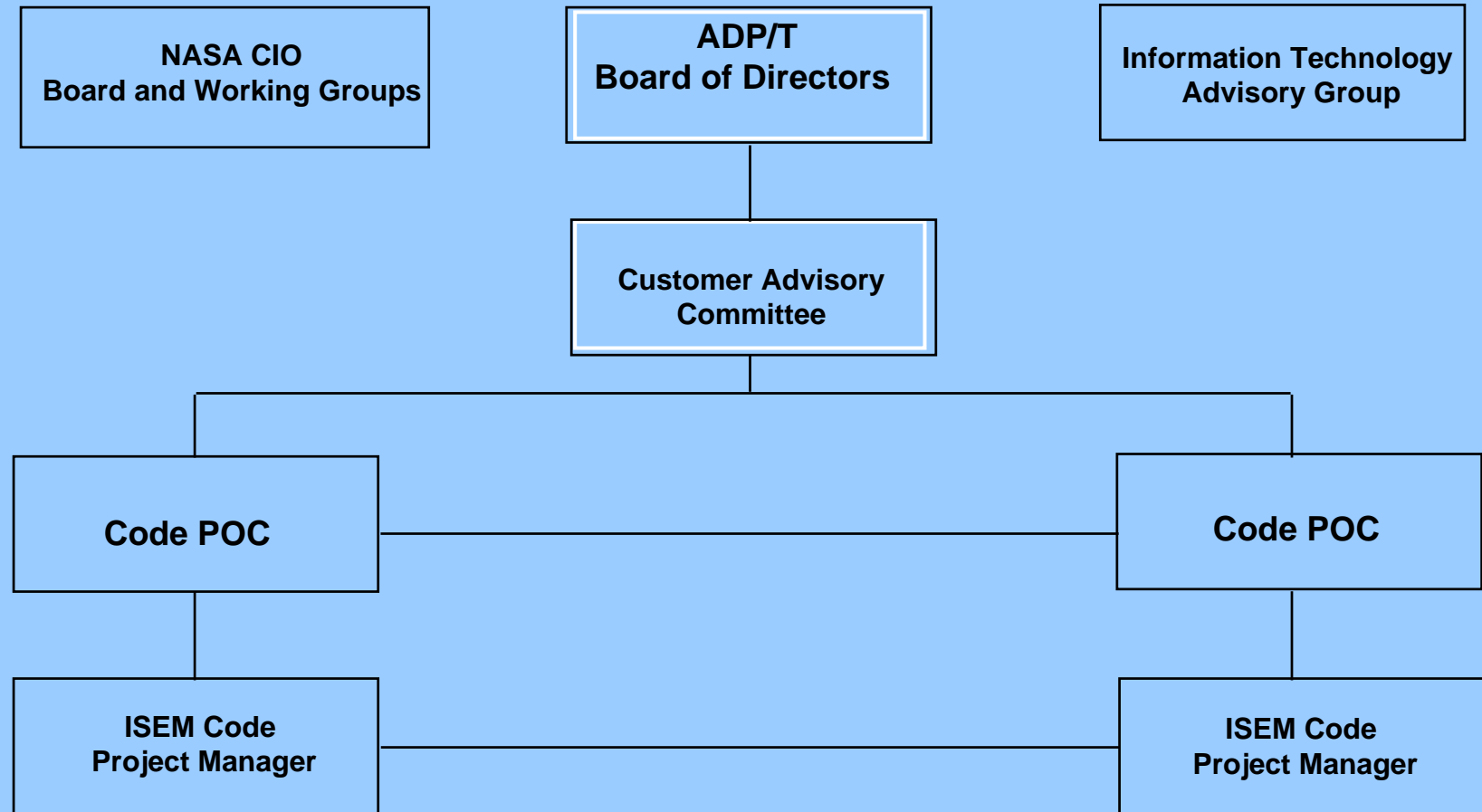
HQ IT Governance

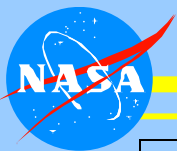
- **ADP/T Board of Directors**
 - Provides strategic and executive guidance to Code OCI, in its role of meeting the IT requirements of HQ program and staff offices
 - <http://www.hq.nasa.gov/office/codec/codeci/activiti/bdirs.html>
- **Customer Advisory Committee**
 - Identifies common and unique HQ IT requirements, influences solutions in support of the overall HQ mission, and provides inputs and recommendations to Code OCI and the ADP/T Board of Directors
 - <http://www.hq.nasa.gov/office/codec/codeci/activiti/cac.html>
- **Information Technology Technical Advisory Group**
 - Provides input from a very technical group of individuals who give a programmatic perspective on the IT capabilities needed at Headquarters to facilitate their work efforts on behalf of NASA





IT Governance

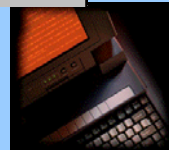


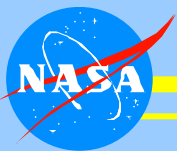


IT Coordination Mechanism

NASA HQ IT Coordination Mechanism as of March 17, 2004

Code	Name	Code FTE	ISEM Code Project Managers		Code POC	Board of Directors Member
			Primary	Secondary		
A	Administrator	67	Jeff Fesler	Paul Rollins	Josie Soper Jill Hoover	Vicki Pendergrass
B	Chief Financial Officer	58	Robert Smith	Tom Shubert	Marlana Hunter C.Diana Cermak	Gwendolyn Brown
D	Chief Engineer	21	Jeff Fesler	Paul Rollins	Maureen Moore	Christyl Johnson
E	Equal Opportunity Programs	24	Tanya Hamlet	Tom Shubert	Omega Jones AnnAllen	Dorothy Hayden-Watkins
F	Human Resources	59	Paul Rollins	Sean D'Souza	Craig Conlin Tuesday Dodson	Tim Sullivan
G	General Counsel	41	Tanya Hamlet	Paul Rollins	Rita Moore Bob Stephens	Bob Stephens
H	Procurement	50	Robert Smith	Tom Shubert	Ken Stepka Susie Marucci	Tom Luedtke
I	External Relations	47	Paul Rollins	Sean D'Souza	Marla King	Michael F. O'Brien
K	Small & Disadvantaged Business	9	Tanya Hamlet	Tom Shubert	Lamont Hames	Lamont Hames
L	Legislative Affairs	22	Paul Rollins	Tanya Hamlet	Anne Tracy LaDonna Ghee	Mary Kerwin
M	Space Flight	82	Kathy McGuire	Charlene Duncan	Chris Burroughs Joyce Haywood	Steve Miley
N	Office of Education	36	Sean D'Souza	Paul Rollins	Jason Freeman Diane Bray	Shelly Canright



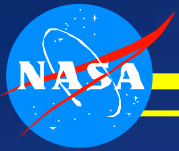


IT Coordination Mechanism

NASA HQ IT Coordination Mechanism as of March 17, 2004

Code	Name	Code FTE	ISEM Code Project Managers		Code POC	Board of Directors Member
			Primary	Secondary		
O	Institutional & Corporate Management	191	Sean D'Souza	Tom Shubert	Brenda Williams Elaine Bowman	Olga Dominguez
P	Public Affairs	50	Paul Rollins	Sean D'Souza	Patrice Williams Brian Dunbar	Bob Jacobs
Q	Safety and Mission Assurance	37	Tom Shubert	Sean D'Souza	Bill Loewy Dale Moore	James D. Lloyd
R	Aeronautics	64	Sheldon Norman	Ken'yon West	Joan Brooks H. Crockett	Jay Henn
S	Space Science	111	Sharyn Horowitz	Larry Helm	Mark Hill Ramona Thomas	Joseph Bredekamp
T	Exploration Systems	55	Sheldon Norman		Angela Michael	Brian Kremer
U	Biological and Physical Research	50	Bruce Altner	Larry Helm	Gloria Camp Alex Pline	Mike Wargo
V	Chief Information Officer	27	Jeff Fesler	Paul Rollins	Judy Wissinger	Vicki Pendergrass
W	Inspector General	57	Tom Shubert	Sean D'Souza	Mike Campbell	Stephen J. Spratt
X	Security Management and Safeguards	32	Tom Shubert	Tanya Hamlet	Lena Moore Pat Ellis	Frank Martin
Y	Earth Science	65	Larry Helm	Jim Consalvi Joanne McGowan	Sharron Sample Janice Wiley	Sharron Sample
Z	Health & Medical Systems	7	Jeff Fesler	Paul Rollins	Pam Barnes	Catherine Angotti
	Total Code FTE	1262				

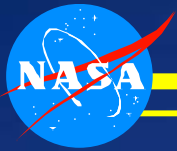




IT Challenges

- Continue to improve customer satisfaction
- Accomplish IT initiatives within budget constraints
- Achieve success in light of the following customer environment:
 - Highly dynamic (new programs and initiatives) [OneNASA, CIO actions, Return-to-Flight, Moon/Mars exploration]
 - Very heavy HQs reliance on IT support
 - High expectations of customer base
 - Very senior and knowledgeable staff
 - Highly complex desktop hardware and software environment
- Keep pace with constantly expanding IT technology and requirements:
 - PDAs
 - Wireless
 - Group collaboration

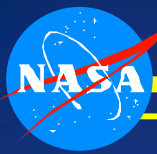




IT Challenges

- Mitigate ever increasing IT security threats
- Minimize customer disruption due to the transition and avoid perception of service fragmentation in light of contract split
- Proactively anticipate and support HQ programmatic needs
- Minimize need for user to initiate follow-up actions once Help Desk has been called. “One call does it all”
- Conduct effective customer outreach and training within multiple time constraints

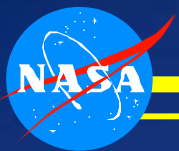




What is Required of ODIN Contractor:

- Very strong customer service orientation
- Strong technical skills
- Ability to deliver high quality service:
 - Responsive
 - Flexible
 - On time
 - Seamless support
 - Close coordination - no surprises
- Ability to deliver in a highly dynamic environment
- Adherence to HQ and NASA IT Policy and Procedures
- Comprehensive compliance with all NASA security policies and prompt mitigation of security threats
- Forward thinking, quick learners:
 - Knowledgeable of environment
 - Anticipate technology beneficial to HQ customer base
- “One Stop” Help Desk for all NASA HQs IT services
- Deliver as promised



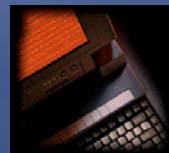


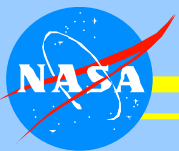
HQ ODIN Services Summary

<i>ODIN Master Contract Services</i>	<i>HQs ODIN DO2</i>	<i>HQs ISEM</i>
Desktop Seats	X	
Fax Seats	X	
Catalog	X	
Servers		X
Phones		X
Local Video		X
Admin Radio		X
LAN		X
Remote Comm		X
Public Address		X
Cable Plant		X
Printer Seats	X	

This table compares Master Contract Services provided by ODIN vs. ISEM

Printer seats are a new service not included in ODIN Master Contract





Seat Count Summary as of 3/18/04

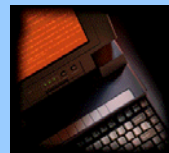
Desktop Seats			FAX Seats	
Seat Type	Platform	Seat Count	Seat Type	Seat Count
PC	GP1, Entry Level	844	FAX1	0
	GP1, High End	117	FAX2	6
	GP3, Entry Level	391	FAX3	180
	GP3, High End	162	FAX Total	186
	GP3, Lightweight, Entry level	116		
	GP3, Lightweight, High End	68		
PC Total		1698	Printer Seats	
Macintosh	GP1, Entry Level	0	Seat Type	Seat Count
	GP1, High End	296	PRN BW1 - Low Capacity	51
	GP3, Entry Level	78	PRN BW2 - Mid Capacity	67
	GP3, High End	110	PRN BW3 - High Capacity	97
	GP3, Lightweight, Entry level	1	PRN C1 - Low Capacity	0
	GP3, Lightweight, High End	0	PRN C2 - Mid Capacity	52
MAC Total		485	PRN C3 - High Capacity	0
Other	MA1, Entry Level		Total Printer Seats	267
	MA1, High End			
	ODIN Appl SW Licenses			
Other Total		0		
Total Desktop Seats		2183		

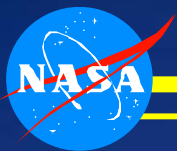
•Seat count variations:

–Best estimates at this time






–Adjust quantities during finalization of Delivery Order (DO)

–The HQS is currently growing. We expect total seat count at contract start to be near 2400.

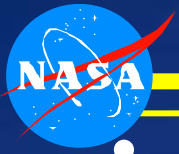




Delivery Order Schedule

ID		Task Name	Duration	Start	Finish	September			November		January		March		May		July		Se
						8/17	9/14	10/12	11/9	12/7	1/4	2/1	2/29	3/28	4/25	5/23	6/20	7/18	8/15
28		Publish DOSP	0 days	Fri 3/19/04	Fri 3/19/04														
29		Complete Support Tasks	91 days	Mon 10/6/04	Thu 2/26/04														
38		Develop Vendor Briefing	45 days	Tue 1/13/04	Wed 3/17/04														
47		Conduct ODIN Vendor Briefing	2 days	Mon 3/22/04	Tue 3/23/04														
48		Conduct Due Diligence with Vendors	21 days	Fri 3/19/04	Fri 4/16/04														
52		Create Vendor Proposal	10 days	Mon 4/19/04	Fri 4/30/04														
55		Conduct Proposal Evaluations	34 days	Wed 4/28/04	Tue 6/15/04														
65		Conduct HQs Transition	40 days	Thu 7/1/04	Wed 8/25/04														
66		Complete Transition and Start HQs DO	0 days	Tue 8/31/04	Tue 8/31/04														

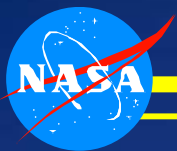




Standard Meetings

- **Tagup**
 - Daily meeting held every work day at 8:30am. Lasts from 15-30 minutes
 - Determine the status of the HQ systems and elevate any issues
 - Screen new service requests, open actions, calendar
- **Wednesday Configuration Control Board (CCB)**
 - Weekly meeting every Wednesday at 9:00am. Lasts from 30-90 minutes based on agenda
 - Act upon Service Requests and conduct Operational Readiness Reviews
 - Gain approval to change form, fit, or function
 - Gain approval to develop solutions per customer requirements

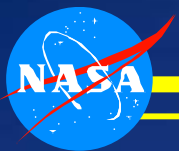




Standard Meetings - CCB

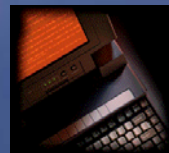
- Open forum chaired by a Code OCI employee
- Permanent members of the CCB are comprised of Code OCI Civil Servants and IT contractors
- Other attendees to the CCB may include both NASA and contractor personnel
- Weekly CCB meetings:
 - Disposition SRs that request changes to the form, fit, or function of the configuration baseline
 - Conduct Operational Readiness Reviews (ORRs)
- Changes are submitted to the CCB for approval/disapproval determination
- Out of board approvals can be obtained for
 - Emergency situations and critical tasks that cannot wait for the normal CCB approval cycle
 - Non-intrusive, standard procedures
- Detailed processes and documentation requirements are provided in the Vendor Library

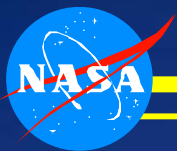




Standard Meetings - CCB Process

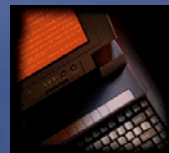
- Anyone may submit a Service Request (SR) through the normal work control process
- The SR will be reviewed by the SR Review Team (SRRT) and should there be changes proposed to production systems function, form, or fit, it is identified as an action for the CCB
- Once identified as an action for the CCB, the CCB development package is prepared and presented to the CCB
- Once approved, development will begin
- When ready for deployment, the ORR will be presented to the CCB for approval

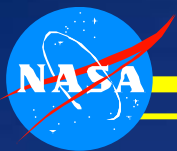




Standard ODIN Meetings

- **Twice a week informal action review:**
 - 30 minutes with DOCOTR
- **Once a month In-depths Review:**
 - Review all facets of the contract and associated metrics
 - Dates and time to be agreed. Usually mid-month
- **Budget/Expenditure Review:**
 - Review the status of contract expenditures vs. plan
 - One meeting a month, 30 minutes
- **Other meeting requirements are covered in SOW paragraph III E5, Meetings, Data Calls, and Action Items**

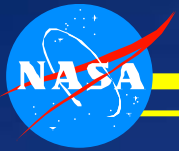




Customer Outreach

- Focus on supplemental training methodologies to further educate the user community on IT initiatives through:
 - ADP/T Board of Directors
 - Customer Advisory Council (CAC)
 - Information Technology Exchanges
 - IT Notices
 - HQ Bulletin articles
 - Brown bag lunches
 - Town Hall meetings
 - HIT TV (HQ Internal Television)
- Manage and maintain a comprehensive Code OCI web site that encompasses HQ IT services at:
<http://www.hq.nasa.gov/office/codec/codeci/>

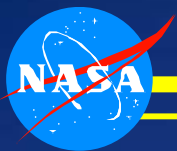




Contractor Schedule

- **Contractors will be allowed in the building 8:00am - 4:00pm**
- **Make Contractors aware of other NASA contractors**
 - Accomplished during tours and at initial Code briefings
- **1 week of tours and presentations**
- **Weekly tag-ups with Code OCI**
 - Check on progress
 - Discuss any problems, issues, or concerns
- **Contractors are invited to attend some Code OCI morning tag-ups, CCB, and the in-depth reviews**





Due Diligence Scheduled Activities

Activities Scheduled for Due Diligence

Contact is Tom Walthall, Code OCI, (202) 358-1304

Submit list of Due Diligence Participants

03/19/04

ODIN Vendor Briefing

03/22/04 – 03/23/04

8:30 a.m. – 4:00 p.m.

Rm 9H40 (PRC) - Rm 5H46 (MIC5)

Vendor Due Diligence Orientation

03/24/04

9:00 a.m. – 11:00 a.m.

Rm 9H40 (PRC)

Area Tours for ODIN Vendors

03/25/04

Code Briefings to Vendors

03/29/04 - 03/30/04

(1) 9:00 a.m. – 4:00 p.m., (2) 8:00 a.m. – Noon
(2) 1:00 p.m. – 4:00 p.m.

(1) Rm 9H40 (PRC) - (2) Rm 9H40 (PRC)
(2) Rm 7H46A (MIC7A)

Tag-ups/SR Screening & CCB (Wednesdays)

03/31/04 - 04/14/04

Tag-ups/SR Screening (Mon, Tue, Thu, Fri)

04/01/04 - 04/20/04

In-Depth Review (Thursday)

04/08/04

Vendor Tag-up with Code CI (Fridays)

03/26/04 - 04/16/04

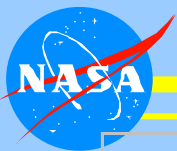
Exit Session

04/20/04

1:00 p.m. -- 3:00 p.m.

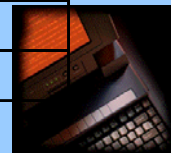
Rm 6H46A (MIC6A)

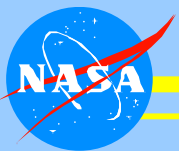




Vendor Tours

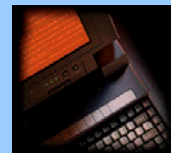
25-Mar-04	Vendor Tours	
Time	Place	Contact
8:30am - 8:45am	Sign in at NASA HQ west lobby. Proceed to Room 4E37	Tom Walthall
8:45am - 9:00am	Code OCI Office Area	Tom Walthall
9:00am - 9:40am	*NASA HQ Computer Center	Andy Schain
	*Systems Engineering Facility	Andy Schain
	*Networks Operations Center	Andy Schain
	*Server Operations Center	Andy Schain
	* Hardware Area	Mike McDonough
9:40am - 10:00am	*Service Center (HELP Desk & URC)	Tom Walthall
	*Laptop Support Center	Mike McDonough
	*Software Management Center	Tom Walthall
10:00am - 10:10am	*Communication Closets	Jeff Anderson
10:10am - 10:15am	*NISN (Wide Area Network)	Jeff Anderson
10:15am - 10:25am	Break	
10:25am - 10:40am	*Printing and Design Center	Michael Crnkovic
	*Document Services	Michael Crnkovic
	*Duplicating Facility	Michael Crnkovic
10:40am - 10:41am	TV Studio (Drive By)	
10:41am - 10:46am	*Video Teleconference Service	Jeff Anderson
10:46am - 10:48am	Medical & Physical Fitness Facilities (Drive By)	
10:48am - 11:20am	Audio Visual Support Services (PRC, MIC, Auditorium)	Ron Hoffman
	* Code OCI Responsibility	

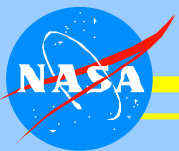




Vendor Tours Continued

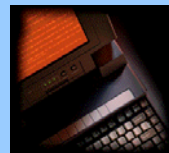
25-Mar-04	Vendor Tours (Continued)	
Time	Place	Contact
11:20am - 11:30am	Library	Eric Rountree/Andrew Pedrick
11:30am - 11:35am	*Information Center (In Library)	Elaine Bowman
11:35am - 11:45am	*Mail Center	Teresa Grimes
11:45am - 11:50am	Receiving and Inspection	Eric Rountree
11:50am - 1:00pm	Lunch	
1:00pm - 1:15pm	*Computer Training Center	Brenda Williams
1:15pm - 2:15pm	Tagup With Code OCI (Rm 4E37)	Noah Nason/Tom Walthall
	* Code OCI Responsibility	

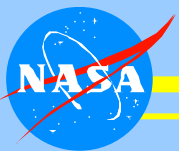




Code Briefings to ODIN Vendors

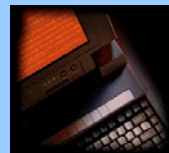
	Code Briefings to ODIN Vendors
29-Mar-04	Room 9H40 (PRC)
Time	Code
9:00am - 9:30am	Code O - Office of Institutional & Corporate Management
9:35am - 9:50am	Code E - Office of Equal Opportunity Programs
9:55am - 10:20am	Code S - Office of Space Science
10:25am - 10:45am	Code N - Office of Education
10:50am - 11:15am	Code M - Office of Space Flight
11:20am - 11:40am	Code H - Office of Procurement
11:45am - Noon	Code D - Office of the Chief Engineer
Noon - 1:00pm	Lunch
1:00pm - 1:20pm	Code V - Office of the Chief Information Officer
1:25am - 1:45pm	Code X - Office of Security Management & Safeguards
1:50pm - 2:05pm	Code Z - Office of Health & Medical Systems
2:10pm - 2:30pm	Code Q - Office of Safety and Mission Assurance
2:35pm - 2:50pm	Code K - Office of Small & Disadvantaged Business Utilization
2:55pm - 3:10pm	Code L - Office of Legislative Affairs
3:15pm - 3:35pm	Code T - Office of Exploration Systems
3:40pm - 4:00pm	Code F - Office of Human Resources

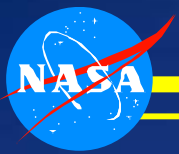




Code Briefings to ODIN Vendors

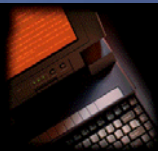
	Code Briefings to ODIN Vendors
30-Mar-04	Room 9H40 (PRC)
Time	Code
8:00am - 8:15am	Code G - Office of the General Counsel
8:20am - 8:35am	Code B - Office of the Chief Financial Officer
8:40am - 9:00am	Code P - Office of Public Affairs
9:05am - 9:30am	Code Y - Office of Earth Science
9:35am - 10:00am	Code U - Office of Biological & Physical Research
10:05am - 10:25am	Code W - Office of Inspector General
10:30am - 10:55am	Code R - Office of Aeronautics
11:00am - 11:20am	Code I - Office of External Relations
11:25am - 11:45am	Code A - Office of the Administrator

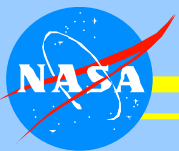




Rules: Vendor Tours and Initial Code Briefings

- Vendors escorted on Tours by Code OCI civil servants
- Please, do not touch any equipment
- Direct all questions to NASA Personnel, do not question the ISEM Contractor Team
- Due Diligence questions should be addressed to both: Michele Hull <Michele.Hull@nasa.gov> and Thomas H Walthall-1 <Thomas.H.Walthall@nasa.gov>
- Vendors must sign-up for Tours and Initial Code Briefings at Orientation (March 24)
- After the Tours and the Initial Code Briefings any additional meetings will be scheduled by the Vendor with the designated POC. Code OCI must be notified of all Vendor arranged meetings at least 24 hours in advance of their occurrence.

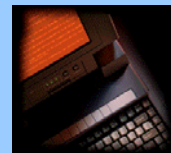


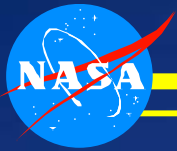


Sample Contractor Descriptions

Contractor Name	Contract Function/Description	Number of Personnel on Contract, including Subs, that need training	COTR Code & Location	COTR Name	Contractor On-site
CCI	Maintain, search and retrieve photos stored in photo files. Provides photographers for NASA.	6	P 8N73	Deborah Rivera 202-358-1743	Yes
Cortez	Warehouse/mass mailing, equipment excess, supplies, procurement screening, records management (NEMS- NASA Equipment Management System. Receiving/inspection.	3	GSFC	Annie O'Donoghue 358-1293 Marilyn Tolliver 301-286-8899	Yes
Eagle Technologies, Inc	Security Services (I.e. guards, locksmith, badging support and alarm response)	14	X 1D51	Steve Peyton 358-0191	Yes
Einstein Fellows	Educational Grants	0	FE 4C76	Lynn Marra 358-1529	Yes
Federal Occupational Health	Contract w-10237 Exp 9/30/2004	1	CP	Cherie Zieschang 358-1569	Yes
GST	Education Research (Peer Review Support Services)	131	CF 4S10	Brent Bennett 358-0837	No

**See Attachment P of ODIN DO2 SOW
for current descriptions**

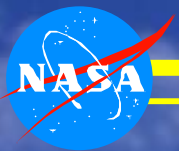




Documentation

- All documents are on-line at:
www.hq.nasa.gov/odin2
- The on-line contents will be the most up to date
- Paper library
 - Hardcopy of all documentation in the Bidders Library will be available for bidders at the NASA HQ Library, which is located at 300 E Street SW, Washington, D.C.
 - Please do not remove these documents from the NASA HQ Library. You may make photocopies.
 - Check with the library information desk for location of material and access to photocopy machines





Questions & Answers
